

2016 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	110	77%
Good	23	16%
Fair	1	1%
Poor	5	3%
NA	4	3%
Total	143	100%

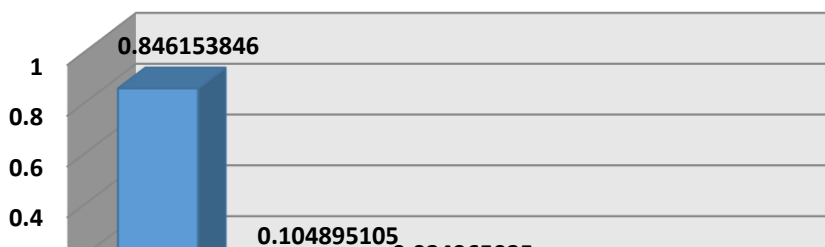
1. Please rate the quality of services you receive from IVRS

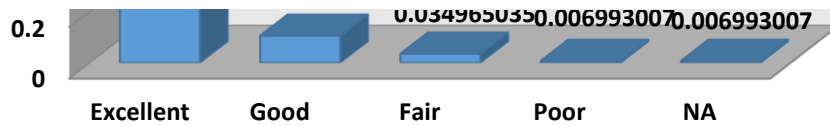


2. Please rate the politeness of IVRS staff.

Excellent	121	85%
Good	15	10%
Fair	5	3%
Poor	1	1%
NA	1	1%
Total	143	100%

2. Please rate the politeness of IVRS staff

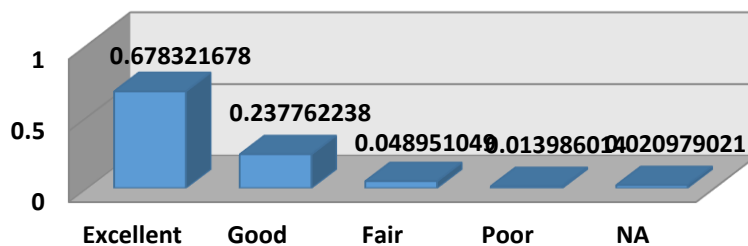




3. To determine if you felt you had a voice in the IVRS process, please

Excellent	97	68%
Good	34	24%
Fair	7	5%
Poor	2	1%
NA	3	2%
Total	143	100%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



4. Please rate the chance of recommending IVRS to someone else.

Excellent	103	72%
Good	28	20%
Fair	5	3%
Poor	3	2%
NA	4	3%
Total	143	100%

4. Please rate the chance of recommending IVRS to someone else

